

Objective

Junior IT Tech with 3 plus years of experience is seeking to to continue my career in the field of information technology as a Network Engineer Currently working to obtain the CCNP Security certification.

Skills

Troubleshooting Network Devices. Windows 7, 8, 10, Server 2008 (R2), Server Hyper-V 2012; Citrix; VMware; VCenter; Acronis VmProtect, Backup Exec 2010; HP Backup Protect, ESXi 5.5, ESXi 6.0, Symantec, Kaspersky, ESET, SpiceWorks, SolarWinds NPM & NetFlow, Sunguide 6.0, Microsoft Office 365, SmartSensor,

Work Experience

Junior IT Tech

Swift Sunguide Center - August 2016 – Present

- Working with different vendors to troubleshoot software specific issues.
- Actively keeping documentation and network maps updated in order to have a current guide to troubleshoot and fix issues as soon as possible.
- Successfully conducting the network upgrades to increase performance and security.
- Setting up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Maintaining the records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Reading technical manuals, conferring with users, conducting computer diagnostics to investigate and resolving the problems or to provide technical assistance and support.
- Developing the training materials and procedures, or training users in the proper use of hardware or software.

IT Technician

Bonness Inc - November 2015 – August 2016

- Monitored network stability and conducted weekly scans to proactively detect any problems and made the network more efficient.
- Helped the desk assistance to all desktop and laptop computers, printers and scanners.
- Worked directly with management to deploy new technology, applications, MDM network.
- Ran diagnostic programs and fixed problems with system software.
- Assisted in configuring all computers to operate on the local area network and wide area network.
- Completed hardware repair forms and maintained a service log via the Incident Management System.
- Completed basic computer repairs including but not limited to, RAM memory, hard disk drives, Optical drives and other peripherals.

Education

Computer Systems Technology - 2016(Lorenzo Walker Institute Of Technology - Naples, FL)